



INTRODUCTION FROM THE DIRECTOR

The year 2004 may best be summed up as a year of extreme challenges and successes for the Department of Employment Services. Yet, sometimes, in the face of challenge, we can be inspired to do extraordinary things. 2004 was no exception.

The Department of Employment Services, like other government agencies, experienced significant financial challenges, which led to staff reductions, in 2004. Yet, despite these many challenges, we were able to truly examine the Department and we made needed changes in several programmatic and operational areas, allowing the Department to move boldly forward. New program initiatives were launched to better serve ex-offenders and veterans transitioning into the civilian labor force. Automation upgrades were instituted in our Labor Standards, Workforce Development, and Unemployment Compensation programs. An improved *DCNetworks* Virtual One-Stop system and modernizations of the Unemployment Compensation system have greatly expanded access to services for all of our customers. We continued to make progress toward providing many of our most critical services 24-hours-a-day, seven-days-a-week.

The Department's outstanding achievements on our official performance indicators attest to our success at empowering and sustaining a diverse workforce. And, as this report will show, there was growth in all of our major program areas. We met or exceeded 94% of the U.S. Department of Labor's Workforce Investment Act Performance Standards. On the ARGUS Scoreboard, the District's new performance management system, we met or exceeded 71% of our Key Result

Measures. Our Senior Community Service Employment Program significantly surpassed both its enrollment and job placement goals. Finally, Project Empowerment Plus, the District's groundbreaking re-entry initiative for ex-offender, exceeded its planned service targets for the year.

It is my hope that the accomplishments highlighted in this report will reinforce your conviction that DOES is making a difference in the lives of District residents. Our comprehensive employment services are ensuring a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life for the citizens of the District. As we look forward to 2005, guided by Mayor Anthony A. Williams' vision of good jobs at good wages for all Washingtonians, we will continue to build partnerships with both private and public sector organizations and work closely with all of our stakeholders to improve and expand services to the District residents and businesses.

Gregory P. Irish

Director, Department of Employment Services

VIRTUAL ONE-STOP SYSTEM: 2004 ENHANCEMENTS

In 2004, the Department implemented several important enhancements to the Department's *DCNetworks* Virtual One-Stop (VOS) system, which electronically links individual One-Stop Career Centers into an integrated structure. We improved our VOS system by enhancing the Case Management system for Workforce Investment Act (WIA) programs, Project Empowerment, and Employment Services programs. We expanded the job vacancy posting function of *DCNetworks* so that customers could search for specific jobs on large "job boards" such as Hot Jobs and Career Builders; and, partnered with The Washington Post to spyder all of their job listings so that our customers has easy access to their listings.

Understanding that lay-offs can happen at any time, we incorporated a Rapid Response service into *DCNetworks* so that registration, rapid response activities, and relevant employer records are readily available in the VOS system and accessible for electronic federal reporting. We also instituted a financial management tracking system so the Department could track expenses. Finally, we updated the Profiling/Reemployment Services program, which allows staff to contract participants and automatically generate schedule activities; as well as implemented a Summer Youth Registration Form for the daily reporting of registrations and related data to the Office of Youth Programs.

UNEMPLOYMENT COMPENSATION

During 2004, the Department continued implementing its ambitious plan to modernize the Unemployment Compensation Program, which provides temporary income support to workers who lose their jobs through no fault of their own. We envisioned a system that offered 24-hour-a-day, seven-day-a-week access through the Internet and by telephone to our two major customer groups -- the unemployed and the employers.

Direct Deposit of Benefits

In February 2004, unemployment compensation recipients had the option of having their benefits directly deposited into either checking or savings accounts. The District is one of only 20 states that offer this payment option. Approximately 35% of all benefits were paid by direct deposit in 2004.

Internet Filing of Initial Claims

In September 2004, applicants for unemployment compensation benefits could file their initial claims, including those from individuals who work in multiple jurisdictions, on the Internet. Individuals may now also reopen existing claims on the Internet. More than 80% of claims were being filed on the Internet in 2004.

Telephonic Claims Filing

During 2004, the Department developed a method through which applicants could file bi-weekly claims and check the most recent filing activities, via the telephone, through our Interactive Voice Response (IVR) system. Implementation of the system is scheduled for May 2005.

Employer Internet Registration

During 2004, the Department experimented with ways employers could register for coverage and update their Unemployment Compensation Tax Accounts via the Internet.

Electronic Tax Payments

In September 2004, the Department received a grant from the U.S. Department of Labor to implement the employer quarterly reporting over the Internet. The process requires two applications. The first application is an electronic payment of unemployment compensation taxes by employers either on the Internet or through an Interactive Voice Response (IVR) system. The second is an employer submission of quarterly contribution reports and associated payments over the Internet. The first application has been successfully tested. Full implementation of the entire system is expected by January 2006.

In 2004, 9,374 District youth registered for summer jobs; 8,396 were referred to employers; and 7,337 found work.

YOUTH SERVICES

Through a continuum of innovative year-round services, the Department reorganized and revitalized its youth services system to deliver year round employment, training, and mentoring programs under our Passport-to-Work program, which prepares District youth, 14 – 21, for the 21st century labor market.

Summer Youth Employment Program

In 2004, 9,374 District youth registered for summer jobs; 8,396 were referred to employers; and 7,337 found work. Working in line with the mayor's goal to reach out to students in the four "Transformation Schools" and those residing in the 14 "Hot Spots" identified communities the Office of Youth Programs conducted on-site registrations to ensure that the Department's services were directly delivered to these targeted applicants.

Year Round Program

The Year Round Program, authorized by the Workforce Investment Act (WIA), provides economically disadvantaged youth 14 – 18, with job and life trainings, academic enrichment activities, and leadership development during the school year. In 2004, the District's Year Round Program ranked 2nd in the nation in the Diploma Rate category, 10th in the Skills Attainment category, and 19th in the Retention category according to the U.S. Department of Labor's nationwide WIA Negotiated Performance Standards scorecard. We served 348 youth in the academic enrichment activities, work readiness preparation, occupational skills training, and leadership and development projects that were offered by eleven community-based organizations. During the summer, the students were enrolled in the five-week Summer Youth Employment Program.



Out-of-School Program

The Out-of-School Program prepares District youth between 16-21, no longer in school and unemployed or underemployed, to achieve short and long-term educational and employment goals and increase their opportunity for long-term employment. In 2004, the District's Out-of-School Program served 153 youth with job skills and career awareness workshops, work-readiness modules, basic education and GED preparation services, and vocational skills training. Our Out-of-School Program ranked 1st nationally in the Entered Employment Rate and Employment Retention Rate categories, 4th in the Earnings Change category, and 5th in the Credentials Attained category according to the U.S. Department of Labor's 2004 nationwide WIA Negotiated Performance Standards scorecard.

Mayor's Youth Leadership Institute

In 2004, 150 young people participated in the Mayor's Youth Leadership Institute (MYLI) to enhance their skills in communications and public speaking, community service, conflict resolution, and teambuilding.

Mayor Anthony A. Williams invited the MYLI Youth Mayor to attend the Third Annual Globalization Conference in Rome, Italy, which focused on the needs of children in conflict areas. The MYLI Youth Mayor participated in the 2004 Emancipation Day Commemorative Activities at the District's City Museum and MYLI members co-launch the District's 2004 observance of National Youth Service Day (DC-NYSD). The MYLI Youth Mayor also served as the youth spokesperson for DC-NYSD and, with a fellow MYLI member, facilitated the 2004 National Youth Voices Issues Forum, which discussed youth aid in community improvement initiatives and the local government's role in education, housing, and safety issues. Forum recommendations were presented to the Mayor and District officials.

TARGETED WORKFORCE DEVELOPMENT INITIATIVES

Veterans Services

Through the federally funded Disabled Veterans' Outreach Program (DVOP) and the Local Veterans' Employment Representative Program (LVER), more than 1,000 veterans gained access to comprehensive employment-related services through the One-Stop Career Centers and special initiatives in 2004. Our services to these citizens met or exceeded all federal performance goals established by the U.S. Department of Labor and the Office of Veterans Affairs (OVA).

■ Transitional Services for Service Members Exiting the Armed Forces

In 2004, OVA staff participated in 12 Transition Assistance Program (TAP) workshops at the U.S. Walter Reed Army Medical Center providing many Iraq vets with job opportunities, including information on veterans' rights. TAP served 720 departing service members in 2004.

■ Services To Homeless Veterans

The Veterans' Program Coordinator conducted 19 Mini-Transition Assistance Program Workshops at the Patterson Street Veterans Affairs Medical Clinic in 2004, providing reintegration services to 356 veterans, many who were homeless or entering or exiting from the Regional Veterans Affairs Medical Center Comprehensive Work Therapy Program.

■ The District's REALifeline Initiative Adopted as a Nationwide Program Model

The national REALifeline program originated in the District of Columbia, with the Department's initiative to provide employment services to transitioning service members at the Walter Reed Army Medical Center. In 2004, the U.S. Department of Labor and the Departments of Veterans Affairs and Defense, hailed REALifeline a national program for service members and their spouses.



REALifeline helps to facilitate the transition of veterans and their families into the civilian workforce.

Business Services Group

During 2004, the Business Services Group (BSG) identified the healthcare, hospitality, retail, and transportation industries as high growth industries in the District and conducted forums to market the DCNetworks Virtual One-Stop system and provide technical networking assistance. In 2004, BSG partnered with Kenneth Gray, President of the Georgetown Partnership, to bring BSG services to the Georgetown business community. In October, the BSG partnered with the D.C. Hospital Association to present Employer Forums to members of the healthcare industry. The BSG also partnered with the A. Phillip Randolph One-Stop Career Center and the Office of Unemployment Compensation, and provided pre-layoff intervention services to 150 impacted House and Senate workers and their employers. The BSG also pre-screened job applicants for the new Regal Cinema at Gallery Place. In an effort to increase job search opportunities and job resource availabilities, the BSG partnered with Manpower, a job placement agency in the District and with Washingtonpostjobs.com so that employment opportunities listed in the Washington Post could be available on the DCNetworks System.

Services for Seniors

The Department operates two Senior Community Service Employment Programs (SCSEPs) to provide meaningful part-time paid work experience and assistance in finding unsubsidized employment to eligible, low-income seniors, age 55 and older. In 2004, SCSEPs served 182 seniors, placing 38 of them into unsubsidized employment. By achieving these outstanding service levels, the programs met 158% of their unsubsidized placement goal and 108% of their participant enrollment goal.

Hurricane Isabel National Emergency Grant

In September 2003, the Department immediately applied for, and received, a \$1 million plus national Emergency Disaster Grant from the U.S. Department of Labor to help with clean-up efforts after Hurricane Isabel devastated the District. In January 2004, 77 District residents began storm cleanup and infrastructure repair activities in earnest. Working under the auspices of the District's Departments of Public Works, Transportation, and Parks and Recreation as well as the D.C. Water and Sewer Authority and the Executive Office of the Mayor, almost 100 total participants were employed under the grant prior to its completion in September 2004. Their work removed storm debris, clear storm sewer outlets, spread wood chips in recreational areas, conducted damage surveys, assessed street repair were essential to the District's recovery efforts. The grant also allowed for the recruitment of District residents to participate in Certified Emergency Response Team Training.

OFFICE OF EMPLOYER SERVICES

The Office of Employer Services (OES) delivers high quality, value-added services expeditiously and provides "employer sensitive" services that make the us the first stop for recruitment assistance. OES administers the Wagner-Peyser Employment Services (ES) program, a nationwide labor exchange system. The ES program is an integral part of the One-Stop Career Center delivery system and focuses on providing a variety of employment-related services including job search assistance, job referral, re-employment services, and recruitment services to employers.

Unemployment Insurance Claimant Re-Employment Program

The Re-Employment Program (REA), administered by OES, is a job search assistance resource for Unemployment Insurance (UI) claimants who are identified as most likely to exhaust their benefits. The program assists unemployed customers to return expeditiously to full-time employment. In 2004, REA staff conducted 44 five-day Job Readiness Workshops and 96 Job Club sessions. Through REA profiling, 546 UI claimants were identified for REA services. Of that number, 357 claimants completed a REA Job Readiness Workshop. By the end of the program year, 30% of the claimants who completed the workshops returned to work, 12% more than the Department's REA plan projected. REA services also resulted in a significant decrease in UI claim duration, resulting in a \$157,000 reduction in benefits payouts, an amount 31% higher than anticipated in our REA plan.

Faith-Based Initiative

Our Office of Faith and Community-Based Partnerships (OFCBP) helps link faith and community-based organizations to the Department's One-Stop Career Center system. In 2004, the WIC/DOES partnership applied for and was awarded a planning



Parish School

grant to enter into Memoranda of Understanding (MOU) agreements with 17 faith and community-based organizations in the District to provide intensive, targeted services to hard-to-serve District residents.

Mobile One-Stop Career Center

The Mobile One-Stop van brings the Department's services and resources directly to underserved neighborhoods and participates in community and neighborhood events. In 2004, the Mobile One-Stop van appeared at 64 neighborhood and community events, such as job fairs, health fairs, back-to-school events, neighborhood summits, community information fairs, and Operation Fightback activities.

First Source Employment Agreement Program

The First Source Employment Agreement Program (FSEP) ensures that District residents receive priority consideration for employment opportunities generated by entities receiving District government assistance above a legislatively established amount. In 2004, more than 1,000 First Source Employment Agreements were entered into with covered employers and nearly 2,000 District residents obtained employment as a result of these agreements.

PROJECT EMPOWERMENT

Project Empowerment, the District's innovative Welfare-to-Work program, concluded its fourth and final year of operation in 2004. Since 2002, more than 2,600 Temporary Assistance for Needy Families (TANF) recipients have been served and approximately 1,000 of those individuals have entered into unsubsidized employment. Additionally, in 2004, we transformed our partnership with the Sylvan Learning Center to effectively provide educational services to program participants. To aid our participants with important financial planning information, we added a Financial Literacy component to our menu of services, offering guidance on opening and maintaining bank accounts, managing money, and avoiding unwise debt. With the Center for Workforce Development, we offered intensive computer training for participants; expanded our links with the employer community to develop training and employment opportunities in such areas as mailing services, auto repair, landscaping, and graphic arts; and expanded our services to successfully accommodate a higher percentage of customers who had "failed" in previous programs.

PROJECT EMPOWERMENT PLUS

In April 2004, the U.S. Department of Justice awarded the District a grant of more than \$2 million to improve upon the Project Empowerment II, a 2003 program designed to provide intensive employability development services to ex-offenders to help them transition into sustainable unsubsidized employment. This effort soon transformed the Project Empowerment II into the D.C. Re-Entry Pilot Program: Project Empowerment Plus (PE+).

In 2004, we served 283 serious and violent offenders, engaging more than 80% of them in employment-related activities. Effective program enhancements included offering bonuses to participants as an incentive for job retention, developing a database for housing referrals, incorporating a Financial Literacy component into the training cur-

riculum, as well as instituted a peer-to-peer Job Coaching to support fellow participants. Perhaps most importantly, a comprehensive on-site supportive services network was established that offered critical basic needs services such as health care, mental health care, substance abuse treatment, counseling, licensing, food stamps, child care, work clothing, and work tools.

OFFICE OF APPRENTICESHIP INFORMATION AND TRAINING

In 2004, the Office of Apprenticeship Information and Training (OAIT) aggressively developed new apprenticeship opportunities for District residents; monitored compliance with the District's mandatory apprenticeship legislation, D.C. Law 2-156; performed worksite analyses; and provided technical assistance to apprenticeship sponsors.

Expanding Apprenticeship Opportunities

In 2004, the D.C. Apprenticeship Council approved 28 new apprenticeship programs, 25 of which were in the building and construction trades. The development of these new apprenticeship programs can be attributed to OAIT's strict enforcement of the District's mandatory apprenticeship legislation, D.C. Law 2-156, which requires companies receiving contract awards on projects that receive District government financial assistance to establish registered apprenticeship programs.

Also in 2004, OAIT and the D.C. Department of Consumer and Regulatory Affairs drafted and passed legislation authorizing the establishment of apprenticeship programs in Cosmetology. Further, OAIT provided technical assistance that helped the YMCA and Penn Quarters successfully register apprenticeship programs in Childcare Development.

Pre-Apprenticeship Training

In 2004, OAIT negotiated four pre-apprenticeship projects with current apprenticeship sponsors to provide preparatory training to District residents. These sponsors, Electrical Workers Local No. 26, Sheet Metal Workers Local No. 100, the Laborers Joint Training Fund, and the Washington Area New Automobile Dealers Association, enrolled 92 District residents in their pre-apprenticeship programs. Of these, 50 residents completed the training and 47 transitioned to registered apprenticeship programs.

Promotional Activities and Outreach Initiatives

In May, the Department partnered with the Washington D.C. Building and Construction Trades Council to sponsor an Apprenticeship Workshop for senior high school guidance counselors. Guidance counselors from 14 District high schools attended this successful workshop at Electrical Workers Local No. 26, 27.



LABOR STANDARDS BUREAU

The Labor Standards Bureau administers programs to compensate workers who have suffered workplace-related injuries or illnesses; enforces compliance with minimum wage, overtime, garnishment, and wage payment laws; and provides occupational safety and health on-site consultation services to private sector employers, as well as a safety and health management program for employees. During 2004, the Office of Wage-Hour conducted 1,938 payroll audits and collected \$456,240 in back wages due to employees as a result of violations. We completed 250 visits to smaller District – based private sector employers, providing them with consultation services, training, and other assistance. We identified over 769 violations during our visits and all serious hazards have been abated.

The U.S. Department of Labor's Occupational Safety and Health Administration renewed the District's 21(d) On-Site Consultation Agreement, which funds 90 percent of the operating costs for the District's private sector Occupational Safety and Health Program (OSH). And, the OSH program manager served as a member of the federal Emergency Preparedness Executive Steering Committee, established to plan OSH's role throughout the nation during emergency preparedness and readiness situations.

The Office of Workers' Compensation (OWC) accomplished a 95% success rate in tracking and processing requests for reimbursement from employers/insurance carriers within 30 days of receipt. Phase I of the multi-phase OWC Electronic Document Management System and the Labor Standards Case Management System project were completed in 2004 and enhancements to Phase II began. The new, state-of-the-art automated system will substantially reduce the backlog of paper files and records, provide quicker retrieval and more efficient accessibility, increase staff productivity, and provide for better customer service.

STAFF DEVELOPMENT

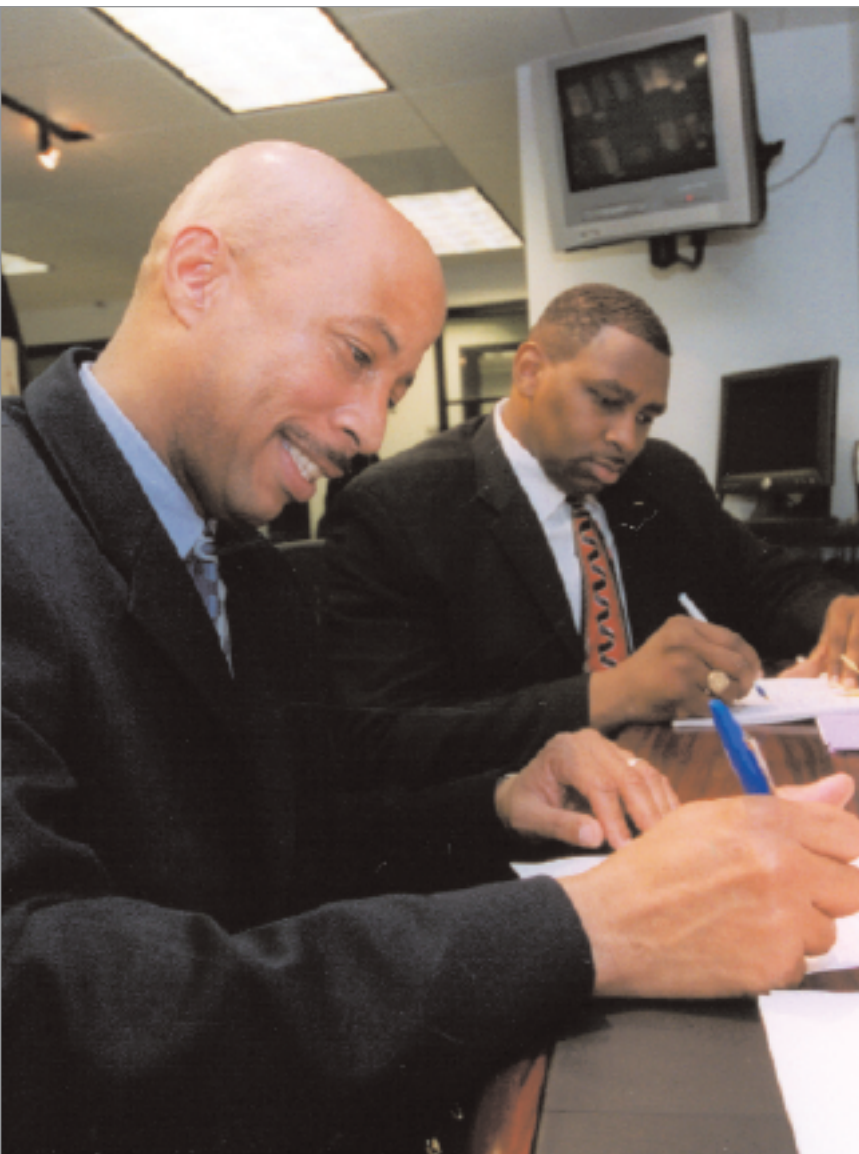
In 2004, the Office of Staff Development (OSD) exceeded its goals and implemented, facilitated, and coordinated several important training initiatives. Noteworthy staff development activities in 2004 included:

The “Do Unto Others” Campaign promotes employment-related services to a culturally- diverse customer base.

The staff produced a best practices in-house training video, titled *The Days of Our Lives* at the Department of Employment Services, which premiered as part of the July 2004 customer service training. In September 2004, the Department's staff participated in “Votin’ On Our Values,” an initiative to identify guiding principles to help shape future service delivery for One-Stop Career Centers. Staff also participated in an on-line election and to select five core customer service values. Another DUO initiative, the “Servin’ It Up” contest acknowledged staff customer service accomplishments.

Workforce Development Bureau Training

The Workforce Development Bureau (WDB) assures the development of a knowledgeable, highly skilled staff. Staff receive ongoing instruction and practical training in Virtual One-Stop system enhancements and applications, employment eligibility, job counseling, labor market information, unemployment insurance, technological upgrades, and specialized skill development. In 2004, staff received 44 hours of training hours in the application and evaluation of service activities on policy-based performance requirements. Additionally, the Case Managers Institute (CMI), the first in-house school for One-Stop Career Center for front line staff, was implemented to standardize the Department's best practices and skill sets development.



Department-Wide Training

In 2004, a wide range of critical training modules was offered to staff throughout the Department. These offerings included skills development instruction in such areas as workplace essentials, organizational issues, professional development, computer technology, management and leadership development, personal enrichment, and administrative services modernization applications. More than 80% of front-line staff received at least eight hours of classroom or on-line customer service training.

OFFICE OF EQUAL OPPORTUNITY

In 2004, the Office of Equal Opportunity (OEO) undertook several important initiatives to assure that the Department met its equal opportunity benchmarks. In March, the Department engaged a contractor to develop and administer training to frontline staff, particularly those with the One-Stop Center system and the Labor Standards Bureau, on service delivery to the members of the gay, lesbian, transgender, and bi-sexual communities.

OEO also increased awareness and service delivery to customers with limited English proficiency (LEP). In May 2004, Director Irish participated in a television show hosted by the Mayor's Office of Asian and Pacific Islander Affairs (OAPIA) to discuss departmental initiatives developed for this community. In addition, the Equal Opportunity Officer participated in OAPIA's Asian Youth Workshop to help increase dialogue between the Asian and African American youth in the District. In May 2004, the Department held its first annual "Meet and Greet" for Asian and Latino community-based organizations. Information on DOES' programs and services was presented and program managers were available to answer attendees' questions.

DOES Director Named Chairman of NASWA Equal Opportunity Committee

Director Gregg Irish accepted the nomination to chair the National Association of State Workforce Agencies (NASWA) national Equal Opportunity Committee during the NASWA national conference. As chair, Mr. Irish will spearhead special programs and equal opportunity initiatives that will assist all state labor agencies. The national conference was held in September in Louisville, KY.

PROGRAMS AND EVENTS

The Office of Public Affairs spearheaded or assisted with the coordination of a wide range of community events, special programs, official ceremonies, and job and informational fairs in 2004. Among the most significant were:

2004 Walk for Literacy

The Department partnered with W*USA- TV9 and START, Inc. to co-sponsor the 9Booking for Literacy 2004 Campaign, an organized effort to increase awareness of literacy issues in the District of Columbia.

2004 Passport-to-Work Youth Champions Partnership Campaign

To supplement funding for the Summer Youth Employment Program, the Department organized the Youth Champions outreach initiative, encouraging local businesses to hire or sponsor summer jobs for District youth. The initiative raised a total of \$25,485 in private donations. Each \$1,000 donation paid for the work experience of one youth.



TEAM DC Summer Youth Employment Program

The TEAM DC 2004 participants trained by emergency management professionals to prepare for natural disasters and catastrophic situations caused by outside agents, conducted 283 emergency preparedness presentations for some of the city's most vulnerable populations—children and the elderly. This six-week program concluded on August 6, 2004, with a closing awards ceremony attended by city officials, the lead trainer from George Washington University's Certification Emergency Response Team (CERT), and proud parents.

"Keeping It Real"

Keeping It Real, a half-hour cable show produced by and for District youth and funded through the Youth Opportunity (YO!) Program, addresses major social, economic, and educational issues facing youth. Each month the show features a Youth Opportunity (YO!) program element or training initiative. Keeping It Real is cablecast on City Cable Channel 16 on Fridays at 5:30 p.m. and Saturdays at 12 p.m. and 8 p.m. The show can be viewed "on demand" through the Office of Cable Television and Telecommunications website at www.octt.dc.gov

Pilot Re-Entry Program Launched to Aid Ex-Offenders

On July 20, 2004, Mayor Anthony A. Williams, Chief of Staff Kelvin Robinson, and other federal and local officials celebrated the grand opening of Project Empowerment Plus, a federally funded pilot program to assist serious and violent ex-offenders achieve economic self-sufficiency. Project Empowerment Plus initiated operations on May 18, 2004 and is housed at the Department of Employment Services, a one-stop center where participants receive services they need to get their lives back on track. During its first year, the program exceeded its goal by serving 286 eligible individuals.

Job and Information Fairs

DOES regularly lives up to its motto, "Linking Washington to the Workplace." Collaborating with local businesses, government agencies, labor unions, and CBOs, we sponsor job fairs, distribute career information, and conduct recruitment activities. In 2004, the 4th Annual Labor-2-Youth Fair, held in the Spring, provided 500 high school students with career information on unionized occupations and apprenticeship programs. In June, more than 800 District job seekers met employers in government, retail sales, food services, construction, healthcare, and the hospitality industries at a Job Opportunity Fair. A two-day Recruitment Fair for the new Mandarin Oriental Hotel attracted more than 400 District job seekers with experience in the hospitality industry. To date, 289 city residents have been hired by the luxury hotel.

The Fall brought about several information fairs: the Joint Utility Discount Day (JUDD) which attracted hundreds of District residents interested in information about Departmental services and four other Community Information Fairs held in low-income communities to inform District residents of programs and services available through the local government agencies and community organizations.

New Business Development Center Launched

In April 2004, the District of Columbia Minority Business Development Center (DCMBDC) was launched to support the creation and expansion of minority-owned businesses in the Washington, D.C. Regional Area. The new center, located at the Department's headquarters at 64 New York Avenue, NE, is operated in partnership with the National Community Reinvestment Coalition (NCRC) and funded by a grant from the U.S. Department of Commerce. Noted guests at the ceremony included Mayor Anthony A. Williams; Council member Harold Brazil; NCRC's President and CEO John Taylor; and Ronald Langston, the National Director of the Minority Business Development Agency, U.S. Department of Commerce. In 2004,

DCMBDC served 150 clients, facilitated access to more than \$455,000 in capital to 75 small businesses, identified incubator space and office equipment for seven start-up businesses, and sponsored 25 business seminars and workshops.

The District of Columbia Celebrates National Youth Service Day

Approximately 180 youth from the District's Youth Opportunity Program (YO!) participated in political panel discussions and community service projects during the 2004 National Youth Service Day celebration on April 17, 2004, at Friendship Edison Public Charter School. The Department, in partnership with the National Council of Negro Women and several YO! partners, sponsored the YO! D.C. Celebrating Service projects and awards program.

Unemployment Insurance (UI) On-line System Launched

A ceremony recognizing the launching of the UI modernization project was held at the Franklin Street One-Stop Career Center March 2004. The new automated system allows UI claimants to file initial claims for unemployment benefits on-line 24-hours a day, file bi-weekly claims on-line, and have UI benefits deposited directly into a checking or saving account. The District was the 19th state nationally and the 2nd in the region to offer direct deposit automated service.

Tours of the One-Stop Career Centers

The Office of Public Affairs coordinated the following tours of One-Stop Career Centers:

The Franklin Street One-Stop Career Center

- Steven Friedman, Chair of the President's National Economic Council; Secretary of Labor Elaine Chao; and Deputy Secretary of Labor Emily DeRocco—March 4



- A delegation from the Ministry of Labor and Social Security, People's Republic of China—March 5
- A delegation of government officials and non-profit executives from Northern Ireland—March 12
- A delegation of workforce development officials from Portland, Oregon—March 15
- Council member Harold Brazil—August 5

The South Capitol Street-CVS/pharmacy One-Stop Career Center

- A delegation of workforce development officials from Portland, Oregon—March 15

The Mobile One-Stop Career Center

- A delegation of workforce development officials from Portland, Oregon—March 15

Project Empowerment, DOES Welfare-to-Work Initiative

- Council member Harold Brazil—August 5

THE D.C. WORKFORCE INVESTMENT COUNCIL

Created in June of 1999 by Mayor Anthony Williams pursuant to provisions of the Workforce Investment Act of 1998, the District of Columbia Workforce Investment Council (WIC) is responsible for establishing the vision, mission, and goals for the District's workforce development programs and services. The WIC is a public-private partnership of business, union, community leaders, and government policymakers. The council seeks to integrate education, workforce preparation, and economic development activities to build a highly skilled, knowledgeable, and flexible District workforce prepared to compete effectively in a global, 21st century marketplace. Among the WIC's 2004 significant achievements were:

The WIC-DOES Business Plan and Addendum

The WIC-DOES Business Plan details One-Stop System strategies for providing employment services to all segments of the District's population. The Business Plan Addendum incorporates comments, observations, and recommendations obtained from extensive One-Stop Credentialing process. The process included a formal self-assessment conducted by One-Stop managers and staff, onsite employer reviews conducted by the D.C. Chamber of Commerce, and feedback from reviews of the initial draft of the Business Plan.

The WIC-DOES Industry Sector Initiative

The Industry Sector Initiative identifies high-growth, high-demand industry sectors, including healthcare, business services, communications, hospitality, and government. In 2004, the WIC partnered with the D.C. Hospital Association to implement an Industry Sector Initiative in the healthcare industry. The partnership resulted in the development of a joint venture in response to the President's High Growth Job Training Initiative.

The WIC-DOES One-Stop Credentialing Process

The One-Stop Credentialing Process incorporates several management benchmarks for the One-Stop Career Center system. As a result of this, Mayor Anthony A. Williams officially certified the Franklin Street and Naylor Road One-Stop Career Centers "full-service" centers.

Development of the District's Resource Mapping Initiative

The WIC, in collaboration with the Office of the Deputy Mayor for Planning and Economic Development, created a "resource map" to identify and assess all public resources devoted to workforce education and training programs and services. This initiative allows funds to be plugged into programs with the greatest needs. Initial WIC Resource Mapping outcomes showed 60 diverse programs in the District with combined budgets of more than \$160 million.

The council seeks to integrate education, workforce preparation, and economic development activities to build a highly skilled, knowledgeable, and flexible District workforce prepared to compete effectively in a global, 21st century marketplace.

Encouraging “Continuous Improvement”

The WIC continues to oversee the development of a comprehensive, seamless workforce investment system in the District that incorporates education, employment, and economic development strategies (Power of e3) to help employers recruit qualified, skilled workers and help prepare job seekers for high-demand, high-wage job opportunities. The WIC has also developed standards to address cultural and linguistic competence related to service delivery at the One-Stop Career Centers.

Performance Measures

- Numbered of Youth Placed in Summer Jobs
- Number of Youth Place in Year-Round Internships and Work Experience
- Number of TANF/Welfare-to-Work Recipients Place in Unsubsidized Employment
- Number of TANF/Welfare-to-Work Recipients Place in Subsidized or Transitional Employment
- Number of Residents Place in Pre-Apprenticeship and Step-Up Programs
- Percentage of DOES Registered Customers Placed in Jobs
- Number of Customers Accessing Services Through the Agency’s One-Stop Career Center System
- Number of Residents Placed as a Result of First Source Agreements
- Number of Residents Placed in Private Sector Unsubsidized Jobs

FY 2002			FY 2003		FY 2004	
	Goal	Actual	Goal	Actual	Goal	Actual
	5,000	6,092	2,800	5,494	5,000	7,337
	1,000	1,032	1,000	1,389	336	326
	350	390	350	341	200	203
	500	676	500	504	200	220
	115	213	145	183	78	92
	20%	20%	60%	57.4%	58%	61%
	50,000	66,430	70,000	73,395	90,000	123,231
	2,100	2,307	2,200	2,520	2,500	1,989
	2,400	3,613	3,500	3,512	3,500	3,058